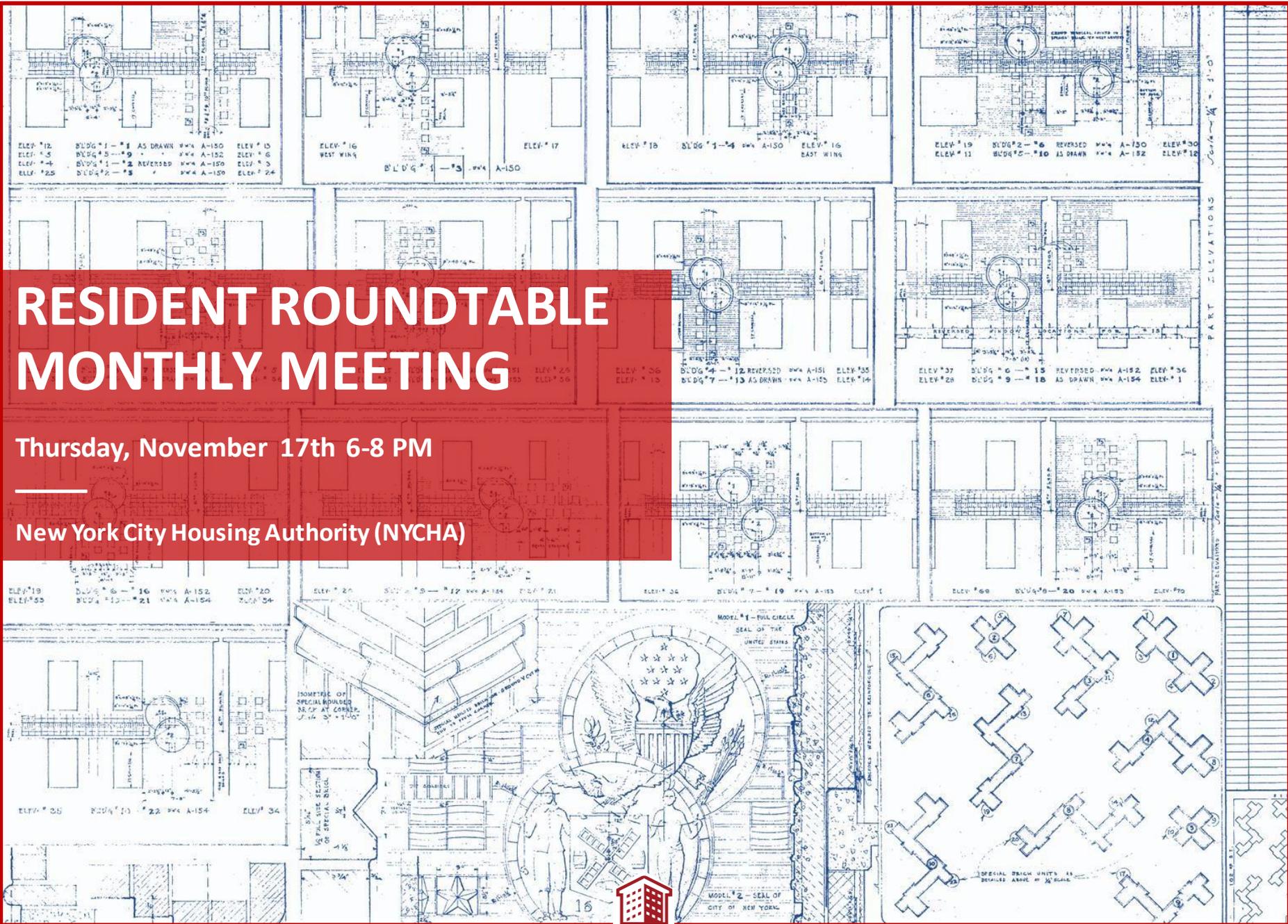


RESIDENT ROUNDTABLE MONTHLY MEETING

Thursday, November 17th 6-8 PM

New York City Housing Authority (NYCHA)



Hello,

Welcome to NYCHA's
November **Resident
Roundtable** meeting!



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AGENDA

- Update from Guidehouse – Customer Service Analysis
 - **Malcolm Clark, Managing Consultant, Guidehouse**
 - **Stephen Davis, Consultant, Guidehouse**
- Update from NYCHA Capital Projects Department
 - **Abigail Fradkin, Program Manager**
 - **Shaan Mavani, Chief Asset & Capital Management Officer**
- Update on the Feedback for the Resident Survey
 - **Dylan Sandler, Senior Program Manager, NYCHA Office of the VP | Strategy & Operations Steven**
- Resident Roundtable Stipend Update
 - **Samantha Rogers, Manager, Resident Participation & Civic Engagement**
- NYCHA Resident Roundtable Sub-Committee Review
 - **Samantha Rogers, Manager, Resident Participation & Civic Engagement**

Guidehouse | Customer Service Analysis

Malcolm Clark, Managing Consultant
Stephen Davis, Consultant

NYCHA Capital Projects Department

**Shaan Mavani, Chief Asset & Capital
Management Officer**

Abigail Fradkin, Program Manager

NYCHA's Annual Resident Survey

**Dylan Sandler, Senior Program Manager,
Office of the VP | Strategy & Operations**

Resident Roundtable Sub-Committee Review

The Roundtable comprises of four Subcommittees:

Safety & Security

Resident Satisfaction & Oversight

Development Outreach & Beautification

Resident Services & Engagement



Safety & Security

- **Design specifications**
 - Security Gates
 - Lighting
 - CCTV System
 - Pilot CCTV changes to give PM the ability to view development windows, as well as trash chutes
 - Review the existing security/CCTV system and solicit design ideas to be incorporated into the 5-year Capital Plan and modernization programs
- **Homeless squatters and mental health support**
- **Partnership with NYPD (foot patrols/car patrols)**
- **Flood resiliency and preparedness**

Safety & Security (1st Wednesday of each month)

Members:

- Melanie Aucello
- Tiffane Thorpe
- Wayne Breamfield
- Selena Witcher
- Lisa Stanford
- Sandra Perez
- Bernice Swinton
- Aissata Diaby

Resident Satisfaction & Oversight

- **Contractor Accountability**
 - Review how NYCHA holds vendors accountable and the Procurement Department's strategies to improve services and materials for residents
- **Quality Assurance Sampling**
 - Review the Quality Assurance Department's work order sampling program and solicit ideas for more strategic sampling
- **Work Order Reform**
 - Create a post work order survey to collect resident feedback on repair quality, customer service, satisfaction with materials, and other data points
 - Update MyNYCHA app to include the following details in work orders:
 - Name of the staff
 - Ticket number
 - Date and time range
 - Repair and/or inspection details

Resident Satisfaction & Oversight (1st Monday of each month)

Members:

- Richard Johnston
- Shyritta Conley
- Monalisa Ortiz
- Anne Johnson
- Kisha Greene
- Rachael Bell
- Taurean Lewis
- Herbert- Daniel Wool

Development Outreach & Beautification

Public Spaces (Common areas and outdoors)

- Develop a strategy to engage how spaces are utilized, including bringing in TA Presidents to advise on swing spaces
- **Tenant Volunteerism**
 - Review existing models of tenant volunteerism as an extension of the ongoing waste management engagement and solicit expansion or additional pilot ideas
- **Outdoor Seating**
 - Review the current state of outdoor seating at NYCHA developments and the design standards for Connected Communities and modernization programs
- **Waste Management**
 - Review pilot findings and monitor assessments to strategize how else to solve the problem of small hopper doors
 - Develop and send guidance on rules and procedures when tenants fail to dispose of trash properly. In the process, evaluate (a) penalty process and prospect of fining residents for improper disposal and (b) requiring annual tenant sign off of disposal policies and/or highlights of house rules document

(Development Outreach & Beautification (1st Thursday of each month))

Members:

- Ashley Noel
- Leidy De La Rosa
- Dominique Arrington
- Jean C. Chappell
- Samantha Neblett
- Celia Rivera
- Felicia Gordon
- Bobbie Guzman

Resident Services & Engagement

Customer Service and Engagement

- Conduct a third-party training for each Property office, using a mix of City resources and budget, on the following: (Customer Service, Conflict Resolution, Mental Health Awareness, Crisis Management)

● **CBO and Resident Services**

- Explore opportunities for additional CBO outreach, resident services access, and incentives programs

● **Property Management Participation**

- Strategize on how Property Management can participate in regular resident outreach events

● **Resident Case Management System**

- Design and User Acceptance Testing for the Implementation of the Resident Case Management System

● **IT Upgrades**

- Publish guidance on the MyNYCHA app regarding how to escalate IT issues and how to access MyNYCHA app, potentially with how-to video tutorials

- Upgrade kiosks

- Expand the Polo Grounds digital signage to other developments.



Resident Services and Engagement (1st Tuesday of each month) Members:

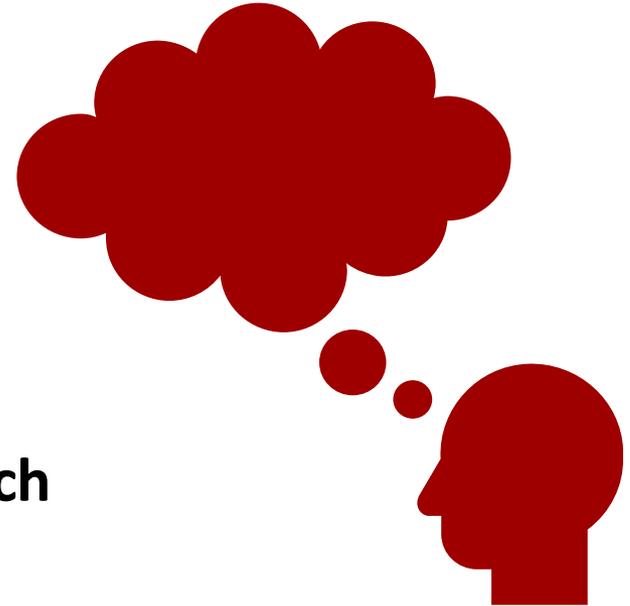
- Barbara McFadden
- Angel Harris
- Sadé Williams
- Muriel Logan
- Dayra Rivas
- Kamilah Badiane
- Dominica McCoy
- Jeraldine Smith

Roundtable Subcommittee Selection

Subcommittee Meetings

- Once per month (beginning in December)
- Mandatory
- Internal meetings without NYCHA (once per month)
- Assignment and Outreach in your focused area

Next Steps



Resident Survey Launch

Subcommittee Meeting Dates (via email)

Subcommittee Meetings (1st week of December)

Next Roundtable Meeting: Thursday, December 15th at 6PM